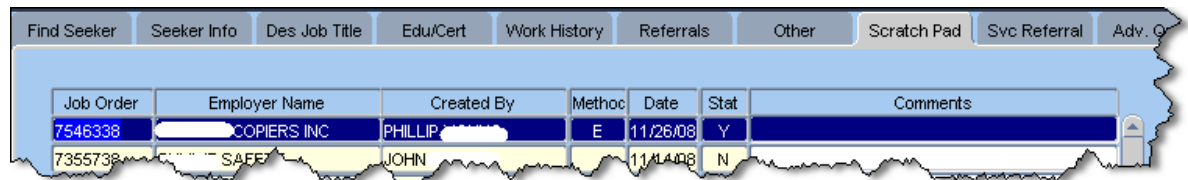


## Procedure for Handling Seeker Response to Automated Call-In *Specific to Autocoder Generated Calls*

The automated seeker notification system is now used in conjunction with the “Autocoder” system. The autocoder automatically matches new UI claimants with open job orders and adds one of the job matches to the scratch pad, initiating an automated notification. If the claimant has an established MCS/Toolbox account, including an email address, the notification will be sent via email. If the claimant did not have an established MCS/Toolbox account, no email address is available from the UI load information; therefore, the notification will be made using the PNS (Phone Notification System). The claimant will receive a generic message, indicating that there was a job match, instructing them to call the career center. (Specific phone numbers for each center will be given in the message.)

### Assisting the New Claimant

1. Identify caller.
2. Search by phone number.
3. Navigate to customer’s record.
  - a. It is important to understand that the call is sent to the phone number on the customer’s record.
  - b. More than one customer may be using that phone number. (Spouse etc.)
  - c. If the respondent does not have an active scratch pad entry, the call was meant for another customer using that phone number. Search for other customers at that phone number.
4. Click on “Scratch Pad.”



Job Order	Employer Name	Created By	Method	Date	Stat	Comments
7546338	COPIERS INC	PHILLIP	E	11/26/08	Y	
7355738	SAFE	JOHN		11/14/08	N	

5. If the scratch pad was created by the autocoder, this will be indicated in the “Comments” section. Highlight this section and wipe to the end – This will display a number if additional matches were found by the autocoder. In that case, it may be helpful to the seeker to navigate to the “Individual Job Order” search, and conduct an additional search for the customer, since the autocoder will only add one match to the scratch pad to prevent duplicate phone calls.
  - a. Activate the ONET code. (Control / left click or F4)
  - b. Activate the 25 mile search radius (Control / left click or F4)
  - c. Click “Search”
  - d. Note: It may be necessary to Qualify the customer for these orders, since not all of these matches may be “All Job Seeker.”
6. Double click on job order line to bring up job order.
7. Note: Matching job orders added to the scratch pad by the “AutoCoder” will all be “All Job Seekers,” so it is not necessary to qualify the seeker to the order.
8. Relay contact information to the job seeker.
9. Note: If the job order is a “Job Central” order, it is usually not practical to relay the contact information via phone. Give the customer the job order number, and instruct the seeker to log in or create an account in MissouriCareerSource to find the job order and contact information. (Job Central orders can be identified by viewing “Job Central” in Grey in the upper left corner of the screen. Application instructions will consist of a long URL.)